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AZ CORP COMMISSION  
DOCKET CONTROL

April 1, 2015

Pamela Genung  
Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

Re: New Horizons Communications Corporation  
Docket No. T-20529A-14-0392

Dear Ms. Genung:

Enclosed please find New Horizon Communications Corp.'s responses to Staff's Second Set of Data Requests.

Please let me know if you have any questions.

Sincerely,

Michael W. Patten

MWP:jh

Original and 13 Copies to Docket Control

Enclosure

Arizona Corporation Commission  
DOCKETED

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**STAFF'S SECOND SET OF DATA REQUESTS FOR  
NEW HORIZONS COMMUNICATIONS CORP.  
DOCKET NO. T-20529A-14-0392  
APRIL 1, 2015**

**PJG 2.1**                      In response to (A-17) of Application, please provide the name(s) of the underlying carriers and incumbent carriers that NHC intends to lease facilities from and negotiate interconnection and resale agreements.

**RESPONSE:**                Qwest Corporation d/b/a CenturyLink QC

**RESPONDENT:**            Glen Nelson, Vice President

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**PJG 2.2** Does NHC own its own switch that it will be utilizing to provision local exchange telecommunications services? If so, please identify the city and state that NHC's switch is located.

**RESPONSE:** While NHC will principally be a reseller in Arizona and does not own a traditional TDM switch, it does own and operate VoIP switches. NHC will be offering traditional voice services as a reseller, along with VoIP services using VoIP switches.

**RESPONDENT:** Glen Nelson, Vice President

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**PJG 2.3**

In response to PJG 1.10, please provide the following:

- a. The location of NHC's service representatives;
- b. Will customer service and maintenance calls for Arizona customers be taken at NHC's Customer Operations Center located in Ft. Myers, Florida that is identified in (A-6) of NHC's Application?
- c. If local dispatch is needed for service or maintenance to Arizona customers, please identify who will be doing that service work in NHC will not be having employees in Arizona as noted in response to PJG 1.12. For example, will NHC be utilizing local contractors and/or another carrier's service technicians?

**RESPONSE:**

In response to (a) and (b), NHC's customer service representatives are located at NHC's Customer Operations Center in Ft. Myers, Florida that is identified in (A-6) of NHC's Application. In response to (c), NHC will be utilizing CenturyLink's assigned technicians and/or NHC's network of third-party contractors for work beyond the demarc.

**RESPONDENT:**

Glen Nelson, Vice President

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**PJG 2.4**

On April 4, 2007, under Docket No. T-20529A-07-0220, NHC filed an Application with the Arizona Corporation Commission requesting a CC&N to provide resold long distance telecommunications services in Arizona. On October 18, 2010, NHC filed to withdraw its Application. Please identify the reason(s) that the Application was withdrawn.

**RESPONSE:**

NHC received provisional authority to provide LD service in AZ on 4-4-07. On August 5<sup>th</sup> of 2010, NHC received a Staff Letter of Insufficiency along with a request for further documentation. NHC made the decision to withdraw its application based on a lack of business activity or demand. In 2010, NHC was not a nationwide provider of business communications services like it is today.

**RESPONDENT:**

Glen Nelson, Vice President

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**PJG 2.5**

In NHC's proposed Arizona C.C. Tariff No. 1, on Original Sheet No. 79, at Section 6.5.2, Features Offered on a Monthly Basis, the Optional Calling Feature entitled "Caller ID-Number" lists a minimum rate of \$73.00. This rate is higher than the maximum rate of \$15.00 that is listed on Original Sheet No. 78 for the same service. Please provide the necessary correction by filing a revised replacement page specifying the correct rate.

**RESPONSE:** NHC will submit an amended tariffed rate.

**RESPONDENT:** Glen Nelson, Vice President

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APRIL 1, 2015**

**PJG 2.6** In response to PJG 1.7, Federal Communications Commission ("FCC") complaint item number 11, dated 2/14/15 in the spreadsheet, was listed as pending. Please provide a status update on this complaint.

**RESPONSE:** The customer has received a credit for the disputed amount and the inquiry is now resolved.

**RESPONDENT:** Glen Nelson, Vice President